

# INDEX

to

## MANAGEMENT COMMUNICATION QUARTERLY

### Volume 3

**Number 1 (August 1989) pp. 1-160**  
**Number 2 (November 1989) pp. 161-296**  
**Number 3 (February 1990) pp. 297-424**  
**Number 4 (May 1990) pp. 425-576**

#### Authors:

- ASCHAUER, MARY ANN, see McIsaac, C. M.
- BAKER, WHITNEY L., see Morris, G. H.
- BOWMAN, JOEL P. "*Text, ConText, and HyperText: Writing with and for the Computer*, edited by Edward Barrett [Communication Forum]," 567.
- BRODZINSKI, JAMES D., see Scherer, R. F.
- BROOME, BENJAMIN J. and DAVID B. KEEVER, "Next Generation Group Facilitation: Proposed Principles," 107.
- CHILBERG, JOSEPH C., "A Review of Group Process Designs for Facilitating Communication in Problem-Solving Groups," 51.
- COURSEY, MARTA L., see Morris, G. H.
- DOWNS, TIMOTHY M., "Predictors of Communication Satisfaction During Performance Appraisal Interviews," 334.
- DUFFY, THOMAS M., see Stratman, J. F.
- ELLIS, BETH HARTMAN, see Miller, K. I.
- ENIS, BEN, see Reardon, K. K.
- FRIEDMAN, PAUL G., "Upstream Facilitation: A Proactive Approach to Managing Problem-Solving Groups," 33.
- GAVERAS, STASIA C., see Morris, G. H.
- GOURAN, DENNIS S., see Hirokawa, R. Y.
- GRUNIG, LARISSA A., "An Exploration of the Causes of Job Satisfaction in Public Relations," 355.
- HIROKAWA, RANDY Y. and DENNIS S. GOURAN, "Facilitation of Group Communication: A Critique of Prior Research and an Agenda for Future Research," 71.
- ICE, RICHARD, "*Handbook of Organizational Communication: An Interdisciplinary Perspective*, edited by Fredric Jablin, Linda L. Putnam, Kathlene H. Roberts, and Lyman W. Porter [Communication Forum]," 262.
- JASTER, FRANK, see Konovsky, M. A.
- KEEVER, DAVID B., see Broome, B. J.
- KELTNER, JOHN (SAM), "Facilitation: Catalyst for Group Problem Solving," 8.

- KEYTON, JOANN, "Communicating Employee Responsibilities and Rights, by Yg. Chimezie A. B. Osigweh [Communication Forum]," 338.
- KONOVSKY, MARY A., FRANK JASTER, and MARK A. McDONALD, "Using Parametric Statistics to Explore the Construct Validity of the Thomas-Kilmann Conflict MODE Survey [Communication Forum]," 268.
- KRAMER, MICHAEL W., "Communication During Intraorganization Job Transfers," 219.
- McDONALD, MARK A., see Konovsky, M. A.
- McISAAC, CLAUDIA MONPERE and MARY ANN ASCHAUER, "Proposal Writing at Atherton Jordan, Inc.: An Ethnographic Study," 527.
- MIKULECKY, LARRY, "Basic Skills Impediments to Communication Between Management and Hourly Employees," 452.
- MILLER, KATHERINE I., ERIC G. ZOOK, and BETH HARTMAN ELLIS, "Occupational Differences in the Influence of Communication on Stress and Burnout in the Workplace," 166.
- MIREL, BARBARA, "Expanding the Activities of In-House Manual Writers: Strategies for Complex Audiences and Purposes," 496.
- MORRIS, G. H., STASIA C. GAVERAS, WHITNEY L. BAKER, and MARTA L. COURSEY, "Aligning Actions at Work: How Managers Confront Problems of Employee Performance," 303.
- NORTHEY, MARGOT, "The Need for Writing Skill in Accounting Firms," 474.
- PAPA, MICHAEL J., "A Comparison of Two Methods of Managerial Selection: Employment Interviews Versus Communication-Based Assessment Centers," 191.
- REARDON, KATHLEEN K. and BEN ENIS, "Establishing a Companywide Customer Orientation Through Persuasive Internal Marketing [Communication Forum]," 376.
- ROGERS, PRISCILLA S., "Beyond Rational Management: Mastering the Paradoxes and Competing Demands of High Performance, by Robert E. Quinn [Communication Forum]," 394.
- ROSENFELD, LAWRENCE B., see Zorn, T. E.
- SCHERER, ROBERT F. and JAMES D. BRODZINSKI, "An Analysis of the Ways of Coping Questionnaire," 401.
- SHIRK, HENRIETTA NICKELS, "Effective Documentation: What We Have Learned from Research, edited by Stephen Doheny-Farina [Communication Forum]," 561.
- STRATMAN, JAMES F. and THOMAS M. DUFFY, "Conceptualizing Research on Written Management Communication: Looking Through a Glass Onion," 429.
- SWITZER, DAVID E. and JO YOUNG SWITZER, "Strategies for Managerial and Employee Intervention in the Idealization-Frustration-Demoralization Cycle [Communication Forum]," 249.
- SWITZER, JO YOUNG, see Switzer, D. E.
- ZOOK, ERIC G., see Miller, K. I.
- ZORN, THEODORE E. and LAWRENCE B. ROSENFELD, "Between a Rock and a Hard Place: Ethical Dilemmas in Problem-Solving Group Facilitation," 93.

## Articles:

- "A Comparison of Two Methods of Managerial Selection: Employment Interviews Versus Communication-Based Assessment Centers," Papa, 191.
- "A Review of Group Process Designs for Facilitating Communication in Problem-Solving Groups," Chilberg, 51.

- "Aligning Actions at Work: How Managers Confront Problems of Employee Performance," Morris et al., 303.
- "An Exploration of the Causes of Job Satisfaction in Public Relations," Grunig, 355.
- "Basic Skills Impediments to Communication Between Management and Hourly Employees," Mikulecky, 452.
- "Between a Rock and a Hard Place: Ethical Dilemmas in Problem-Solving Group Facilitation," Zorn and Rosenfeld, 93.
- "Communication During Intraorganization Job Transfers," Kramer, 219.
- "Conceptualizing Research on Written Management Communication: Looking Through a Glass Onion," Stratman and Duffy, 429.
- "Expanding the Activities of In-House Manual Writers: Strategies for Complex Audiences and Purposes," Mirel, 496.
- "Facilitation: Catalyst for Group Problem Solving," Keltner, 8.
- "Facilitation of Group Communication: A Critique of Prior Research and an Agenda for Future Research," Hirokawa and Gouran, 71.
- "The Need for Writing Skill in Accounting Firms," Northey, 474.
- "Next Generation Group Facilitation: Proposed Principles," Broome and Kever, 107.
- "Occupational Differences in the Influence of Communication on Stress and Burnout in the Workplace," Miller et al., 166.
- "Predictors of Communication Satisfaction During Performance Appraisal Interviews," Downs, 334.
- "Proposal Writing at Atherton Jordan, Inc.: An Ethnographic Study," McIsaac and Aschauer, 527.
- "Upstream Facilitation: A Proactive Approach to Managing Problem-Solving Groups," Friedman, 33.

### Communication Forum:

- "An Analysis of the Ways of Coping Questionnaire," Scherer and Brodzinski, 401.
- "Beyond Rational Management: Mastering the Paradoxes and Competing Demands of High Performance," by Robert E. Quinn," Rogers, 394.
- "Communicating Employee Responsibilities and Rights," by Yg. Chimezie A. B. Osigweh," Keyton, 388.
- "Effective Documentation: What We Have Learned from Research," edited by Stephen Doheny-Farina," Shirk, 561.
- "Establishing a Companywide Customer Orientation Through Persuasive Internal Marketing," Reardon and Enis, 376.
- "Handbook of Organizational Communication: An Interdisciplinary Perspective," edited by Fredric Jablin, Linda L. Putnam, Kathlene H. Roberts, and Lyman W. Porter," Ice, 262.
- "Strategies for Managerial and Employee Intervention in the Idealization-Frustration-Demoralization Cycle," Switzer and Switzer, 249.
- "Text, ConText, and HyperText: Writing with and for the Computer," edited by Edward Barrett," Bowman, 567.
- "Using Parametric Statistics to Explore the Construct Validity of the Thomas-Kilmann Conflict MODE Survey," Konovsky et al., 268.

### From the Editors:

5, 163, 299, 427